

## OPEN LINE PRESENTATION

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Guest,

**Welcome to:**

### **Building and Retaining Your All Star Team: 5 Do's and Don'ts**

Presented by  
Lighthouse Consulting Services, LLC



**Featured Guest:**

*Larry Cassidy*

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### BUILDING THE TEAM

- Finding all-start team players is very hard
- Every leader has his/her list of 'musts' and 'wants'
- I hear these 5 characteristics
- Not about skills...About being real players
- Without fail, I hear them repeated
  - As reasons why a hire was a great choice
  - As problems when a hire goes sideways

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### BUILDING THE TEAM: The 5 Key Factors

- Do they 'get it?'
- Are they 'all in?'
- Do they do the right thing?
- Can you count on them?
- And, do you want to be with them?

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### **BUILDING THE TEAM: Do They 'Get It?'**

- Every job, task, situation has a 'get it'
- Top players have a nose for what matters
- Thus they can focus on what must be done
- Think about those in your firm or department
- You know who 'gets it' and who doesn't

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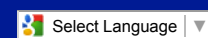
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### BUILDING THE TEAM: Are They 'All In?'

- Are they 'all in?'
- I want folks on my team who bring their A-game
- We don't always win but we must compete
- Every day...no 'half passes,' nothing half-hearted
- Everything matters

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### **BUILDING THE TEAM: Do They Do The Right Thing?**

- This is the 'judgement thing'
- And the 'values thing'
- A lot of work is done with no one watching
- So you need to know your key people have both
- Bad judgment costs money...bad values cost culture

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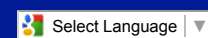
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### **BUILDING THE TEAM: Can You Count On Them?**

- Solid organizations are built on commitment
- If you say you will do it, that is a sacred commitment
- Because people are counting on you
- Careers grow or wither based upon dependability

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### **BUILDING THE TEAM: Do You Want To Be With Them?**

- We spend big time with fellow employees
- Often more than with our families
- Being 'best buddies' is not a must
- But getting along, feeling comfortable, is

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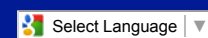
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### RETAINING THE TEAM: All Employees Must Know...

- Where the firm is going (vision)
- Why the goals matter (future resources)
- How we will accomplish our goals (action plans)
- How they contribute (each job/role matters)
- And what is the 'payoff' (the rewards)

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### RETAINING THE TEAM: Every Employee Matters

- Pay attention to your current 'assets'
- Help all the troops to raise their bar
- Ensure that everyone is getting better
- Everyone wants to 'matter', to feel important

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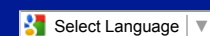
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### RETAINING THE TEAM: Develop The Best

- Commit to develop and grow future leaders
- In small/medium firms: must be more creative
- Move employees laterally for key experience, freshening
- Project assignments (mixed teams, exposure)
- Mentoring

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